

**CITY OF BRYAN**  
**JOB DESCRIPTION – 3613**

**Working title:** CUSTOMER ADVOCATE

**Career Ladder:** BUSINESS OPERATIONS      **Level:** 130/140

**Division:** CUSTOMER SERVICE      **Department:** BRYAN TEXAS UTILITIES

**SUMMARY AND PRIMARY FUNCTION**

Represents Bryan Texas Utilities in its relations with customers, concerning customer accounts which includes explaining rate structures and billing procedures; setting up accounts; performing billing procedures; confidently answering customer billing complaints.

**QUALIFICATIONS AND SKILLS**

Bachelor's degree or Associate's degree in business, accounting, marketing or computer related field preferred.

High school diploma or equivalent with additional formal education and 3-5 years related experience performing administrative, clerical, or office support responsibilities in a similar office environment; data entry experience is a must.

Proficiency in operating a personal computer and using advanced applications in word processing, spreadsheet, and graphics.

Proficiency using a variety of office equipment and machines.

Ability to communicate effectively with all levels of employees, including vendors, clients, contractors, city government officials and the general public.

**\*\*Bachelor's degree in related area may be substituted for work experience.**

**OTHER SKILLS AND ABILITIES – PREFERRED**

Ability to calculate bills using multiple rate structures.

Ability to transact and balance cash drawers.

Ability to work in a fast paced, continuously changing environment.

Ability to keep calm and be able to diffuse any uncomfortable customer situations.

Ability to judge customers changing needs and be able to meet, and exceed those needs.

Ability to identify and analyze situations, suggest appropriate options and soundly apply best solutions.

**SPECIAL REQUIREMENTS AND LICENSES**

Texas Class C driver's license with a good driving record as measured by the City's evaluation system.

Required attendance of Bryan Texas Utilities certified classes on leadership, customer service and accounting within time frame specified by division manager. Attendance in equivalent courses within the last three (3) years may be substituted as determined appropriate by division manager.

**EQUIPMENT**

Computer, telephone, 10-key calculator and FAX machine.

Work shall be performed with tools, appliances and equipment approved by those agencies and bodies that have control, authority or approval of the design working ranges or limitations of those items; the employee has the responsibility to conform to those ranges and limitations.